

**POSITION DESCRIPTION****Rvsd 2/6/20**

DOA-15302 (C07/2015) PREVIOUSLY OSER-DMRS-10 State of Wisconsin Department of Administration/Division of Personnel Management	1. Position No. <b>041582</b>	2. <b>Cert</b> / Reclass Request No. <b>20-8464</b> Effective:	3. Agency No. <b>566</b>
4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Wisconsin Department of Revenue (DOR) Division of Technology Services (DTS) Customer Service Bureau Customer Support Center Section Workstation Support Unit 2135 Rimrock Road, MS 4-224 Madison, WI 53714		
6. CLASSIFICATION TITLE OF POSITION <b>IS Technical Services Specialist</b>			
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT <b>William Christianson, IS Technical Services Specialist</b>		
9. AGENCY WORKING TITLE OF POSITION <b>Workstation Support Specialist</b>	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES <b>Cory Wiedenhoef, IS Technical Services Specialist</b>		
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR <b>William Christianson</b> <b>Management Information Chief</b>	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?		
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes [ ] No [x] IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM			

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

**SEE ATTACHED**

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

**SEE ATTACHED**

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

- The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [ x ] general.
- The statements and time estimates above and on attachments accurately describe the work assigned to the position.

Signature of first-line supervisor \_\_\_\_\_ Date \_\_\_\_\_

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

Signature of employee \_\_\_\_\_ Date \_\_\_\_\_

18. Signature of Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

POSITION SUMMARY (Line 14)

This position is responsible for providing advanced technical support for hardware and software, including desktops, laptops, printers, Smart boards and mobile devices. It performs installation, maintenance, upgrade and problem resolution activities for desktop and laptop hardware and software including operating systems software.

This position develops, deploys and maintains images of standard software used to load/reload computers. It completes installations and reallocation of desktops, laptops and/or any peripherals or special equipment. This includes the loading/reloading of images and driver upgrades. This position must communicate effectively with users, management, contractors, and vendors. It is responsible for the proper utilization of an automated software configuration management system used to deploy standard software loads to DOR computers. It is also responsible for advanced knowledge of network architecture to set up Organization Units (OU), Group Policy Objects (GPO) and other product settings that will comply with State and DOR policies.

This position may require travel (with or without a reasonable accommodation) to any of the DOR offices in or out of state to work on specified projects, including installing or relocating equipment and providing instruction for staff in remote offices. The position requires knowledge of routers, switches and other LAN equipment for troubleshooting purposes.

This position works under general review of the Customer Support Center's Section Chief with objectives and priorities established by overall work unit directives.

TIME % GOALS AND WORKER ACTIVITIES (Line 15)

- 60% A. Manage and support the development and maintenance of configuration, installation and testing procedures and performing troubleshooting for computer hardware, software, printers, and mobile devices used by the Agency.
- A1. Configure, install and maintain standard computer hardware and software systems and subsystems.
  - A2. Provide guidance to unit staff and assist in hardware and software configuration, installation, research and troubleshooting activities.
  - A3. Provide technical guidance and work with vendors, Department of Administration (DOA), DTS, and DOR business partners to research and resolve complex technical issues and problems with hardware and software.
  - A4. Contact, coordinate and recommend new or revised hardware and software configuration standards and procedures to meet the IS technology needs of the department.
  - A5. Instruct contractors, vendors, and permanent staff using formal and ad hoc sessions on policies, procedures and standards for hardware and software updates and configurations.
  - A6. Meet with department management and key IS customers to provide advice, discuss compatibility, plan and establish the introduction and placement of new and/or updated IT hardware, software, sub system/applications and group policy solutions consistent with State Standards.
  - A7. Lead and/or participate in hardware and software deployment and upgrade projects.
  - A8. Provide regular reports on the status of projects, tasks and activities per the DTS Project Framework.
  - A9. Review and test security risks and vulnerabilities for desktop, laptop, mobile devices, and printers.
  - A10. Monitor hardware and software usage for system performance and storage optimization.
  - A11. Set up Organizational Units (OU), Group Policy Objects (GPO) and product settings that will comply with DOR policies and direction using advanced knowledge of network architecture.

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- 30% B. Investigate, evaluate and recommend hardware and software configurations to meet Agency business needs and adhere to State and Agency IT standards.
- B1. Conduct research and work with vendors to obtain information regarding technology trends and directions in software and hardware.
  - B2. Conduct complex studies of new and existing information technology needs, systems/sub systems and develop department recommendations concerning hardware, software, policies and procedures.
  - B3. Identify potential and ongoing complex information technology hardware and software problems within the agency, research and present recommendations to resolve them.
  - B4. Develop and maintain technical documentation and training materials and conduct IT training for the Workstation and Service Desk Unit as well as DOR Business partners.
  - B5. Assist in the establishment and support of technical tips and tricks for the DTS Technical Tips blog and other presentations or training.
- 10% C. Other tasks as assigned.
- C1. Train and mentor other technical staff regarding hardware and software configuration, implementation and maintenance activities.
  - C2. Attend appropriate training courses and read technical publications to maintain a high level of technical knowledge.
  - C3. Monitor equipment performance and coordinate required maintenance with vendors in a timely manner.
  - C4. Provide management reports as directed.
  - C5. Create and maintain technical manuals and procedures for configuration and installation protocols, users' information, hardware manuals, software manuals, and other related documentation to support Technical Staff and aid users in using hardware and software.
  - C6. Serve on a variety of technical committees and projects.
  - C7. Assist management in completion of specially assigned projects.

KNOWLEDGES, SKILLS AND ABILITIES

1. Knowledge of Microsoft Office 365 and Office 2013/2016 fundamentals.
2. Knowledge of Computer/LAN fundamentals.
3. Knowledge of routers, switches, hubs and other LAN equipment.
4. Knowledge of Microsoft Windows 10 operating system fundamentals.
5. Comprehensive knowledge of problem diagnostic and resolution techniques.
6. Comprehensive knowledge and abilities of IT systems/subsystem configuration and support.
7. Comprehensive knowledge of department's operating systems and programs.
8. Ability to learn new operating systems that are currently in use or will be used in the future by DOR.
9. Ability to work with vendors, or other resources, to identify, research and resolve complex system software and hardware problems.
10. Comprehensive knowledge of needs assessment techniques.
11. Ability to clearly communicate computer capabilities, standards, limitations and suggested improvements to management, customers, developers and other staff members.
12. Strong and effective oral and written communication skills.
13. Comprehensive knowledge of methods used to consistently and rapidly deploy operating systems and standard software.
14. Ability to exercise initiative, diplomacy, and patience in working with co-workers, subordinates, vendors, varying workloads, interruptions, and deadlines
15. Ability to interpret and apply written policies and procedures to individual situations ranging from routine to complex and unusual.
16. Ability to recommend, develop, and implement technical policies, standards, guidelines and procedures.
17. Skill in leading teams and other business users in IT hardware and software configuration and installation projects.
18. Ability to assist with the planning and scheduling hardware and systems software installations and upgrades.
19. Advanced knowledge of Microsoft's Service Center Configuration Manager software.
20. Knowledge of Internet Explorer Administration Kit (IEAK).
21. Ability to conduct security risk and vulnerability assessments of planned and installed information systems.
22. Ability to coordinate production related projects, processes and subprocesses/applications including Outlook, Office, Quicken, ACL and many more.
23. Advanced knowledge of network architecture to set up Organizational Units (OU), Group Policy Objects (GPO) and product settings that will comply with DOR policies and direction.

**Special Qualification:** Ability to lift up to 45 pounds with or without a reasonable accommodation is required.

Position may require travel (with or without a reasonable accommodation) to any of the DOR offices in or out of state to work on specified projects.